COVID-19 Emergency Operations Center

Standard Operating Procedure
Room Key Management

Subject: Room Key Management For Medical Sheltering Sites

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1. **Introduction**
   The purpose of this Standard Operating Procedure (SOP) is to provide guidance to Medical Shelter Site Management on the process of managing the distribution of access to rooms throughout the quarantine facility.

   Each facility will need to determine the access levels for the different rooms across the different departments. Some facilities will provide the capability to program the room keys in different ways; some facilities will provide room keys that are programmed to access all rooms. Determine the needs of the facility.

2. **Process**
   2.1. Determine Who Needs Keys

   - All Site Managers should possess their own all-access keycard.
   - For other departments keys may be provided to each supervisor with a couple duplicates for their staff to utilize.
   - Clinical team and Security will need to always have activated key cards in case of an emergency and an urgent need to enter a closed room.
   - If the facility has restrooms that require key access, it is important to provide enough keys to the departments to allow for necessary entry.
   - If a room key accesses a room containing sensitive or restricted contents (PPE, Medications, etc.), be sure to post signage and communicate what accessing that room should or should not entail.

2.2. Room Key Distribution

- If the facility is small, provide each necessary department with a set number of keys that can be managed within the department's team
- If the facility is large, create a sign out log when a key is needed and exchange the room key for the requesting party's car keys. Write down who was provided which numbered key and when it was provided and returned.

2.3. Room Key Activation

- If keys deactivate, provide a re-activation quickly.
- Always maintain some backup keys as a contingency.